
Issues and Complaints Procedure

At Whizdom Pty Ltd, we strive to provide exceptional service to our employees, clients and candidates. We understand that there may be occasions when concerns or issues arise. We value your feedback and are committed to addressing any complaints in a fair and timely manner. This complaints procedure outlines the steps to follow when you have a complaint about our services.

1. How to Raise an Issue or Complaint

If you have an issue or complaint, please follow these steps:

- **Step 1:**
 - **For Contractors and Clients:** Contact your Recruitment Consultant or the person you have been dealing with via email, this is to ensure that everything is documented in writing. They will do their best to resolve the issue promptly before it becomes a more formal process.
 - **For Internal Staff:** Speak to your team lead or a member of the executive team, please put any details in writing to their personal email address.
- **Step 2:** If your complaint is not resolved to your satisfaction or if you are uncomfortable raising it with your Consultant, please contact the Whizdom Executive Team. You can reach the Executive Team on the following email: exec@whizdom.com.au

2. Lodging a Formal Complaint

If your complaint remains unresolved after Step 2, you may submit a formal complaint in writing. Please include the following information:

- Your name and contact details
- A detailed description of the complaint, including dates, individuals involved, and any relevant documentation
- Any steps you have taken to resolve the complaint so far

Please use our online form to submit your complaint - [Complaints or Issue form - Whizdom](#)

3. Acknowledgment of Formal Complaint

Upon receiving your formal complaint, the Whizdom Representative handling your complaint will acknowledge receipt within 24 hours. This acknowledgment will include an estimated timeframe for resolving the complaint and any additional information required.

4. Investigation and Resolution

The Whizdom Representative handling your complaint will conduct a thorough investigation into your complaint. This may involve consulting relevant parties and reviewing documentation.

Depending on the level of severity assigned, we aim to resolve complaints as outlined in the following table:

Risk Rating	Target Resolution
High	24 hours
Medium	10 business days
Low	1 month

However, more complex issues may require additional time.

5. Communication of Outcome

Once the investigation is complete, the Whizdom Representative handling your complaint will communicate the outcome to you in writing. The communication will include:

- A summary of the investigation findings
- Any actions taken or proposed resolutions
- Information on how to escalate the complaint further if you are not satisfied with the outcome

6. Escalation to an External Authority

If, after following our internal complaints procedure, you are still dissatisfied with the resolution, you may choose to escalate the matter to an external authority. In Australia, you can contact the Fair Work Ombudsman, APSCO Australia or RCSA, or the relevant state-based regulatory body.

We appreciate your feedback and take all complaints seriously. Your input helps us improve our services and ensure we maintain the highest standards of professionalism and customer satisfaction.

Whizdom Pty Ltd

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